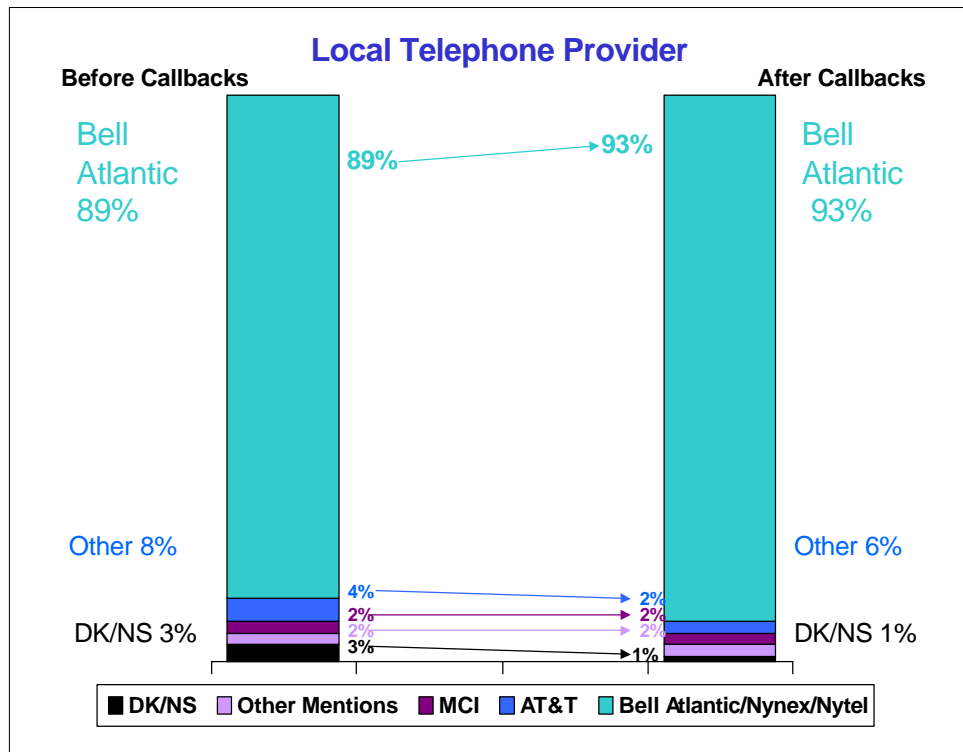


New York State Telephone Competition Survey -Supplemental Research-

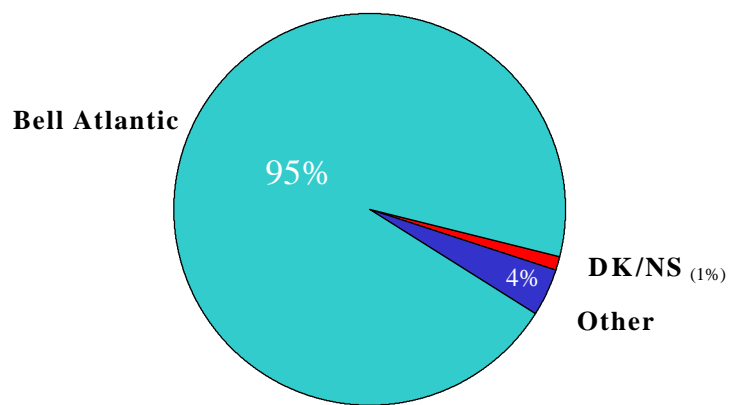
November, 1999





Talmey-Drake Research & Strategy, Inc. attempted to call back 105 people, contacting 76, who first reported they either had a non-Bell Atlantic company as their local carrier or could not name their local carrier. Forty-three respondents (57% of those reached) with further questioning, revealed that their local carrier was Bell Atlantic, Nynex, or New York Telephone. Survey interviewers encouraged respondents to examine a phone bill for local carrier clarification. However, there are probably still some Bell Atlantic customers who name AT&T, MCI, or other companies as their local carrier.

-Local Telephone Provider- Callback Distribution



If the 29 people that were unable to be reached were distributed in the same manner as the 76 that were contacted, the market share for Bell Atlantic would be 95%, and all other mentions, including don't know/not sure, at 5%.

On an interesting note, respondents who changed their local carrier answer (to a response other than that of “don’t know, not sure” or “other mention”) were asked the follow up question below.

“And finally, when we conducted this survey with your household at an earlier date, you (or someone in your household) said that [previous answer] was the company that provided you with local telephone service.

In your opinion, what do you think contributed to this first answer?”

[INTERVIEWERS PROBE FOR RESPONSE; Was the question confusing? Were you thinking of long distance service?]

Answers to follow up question:

None

It’s Bell Atlantic

Changed in the last week

The same company thought it was cell phone service

Could not remember

Always had Bell Atlantic

Words got mixed up

Always has been Bell Atlantic

I don’t know

Do not pay the bills was not sure

At&t is the long distance carrier, not local

Just switched to mci

Was not able to understand

At&t is long distance

At&t is the long distance provider

At&t is the long distance provider

Always had Bell Atlantic

Don’t know

Because I hear at&t all the time, I thought they had local too. Some of
the long distance companies call me trying to take over my local
telephone service.

Don’t know

Don’t know

Don’t know

Don’t know

Don’t know

I thought I said mci last time too

Don’t know

Don’t know

Don’t know

Confusion

Don’t know

Don’t know

Answers to follow up question, continued:

Don't know

Don't know

Don't know

Don't know

Was thinking of long distance

Don't know

Don't know

Was thinking it was gte

Don't know

Don't know

Don't know

Another respondent answered question, and did not know

I was just thinking it was AT&T because have change it three or four times.

Couldn't answer

I was just confused didn't understand question

Didn't understand question

Total number of respondents in listing: 47

Callbacks: Other Mentions, Local Provider

CTSI

Long Island Telephone

Telnet

Sprint

Bell Telephone

Community telephone

Mettel

Paetec

Mettel

Total number of respondents in listing: 9